

## Yorkshire Housing Role Profile

<b>Job title:</b>	Head of Asset Strategy	<b>Leader of others:</b>	Yes
<b>Reports to:</b>	Director of Assets & Sustainability	<b>Contract type:</b>	Agile homeworking
<b>Business Area:</b>	Assets & Sustainability	<b>Car Allowance:</b>	No
<b>Budget holder:</b>	Yes	<b>DBS:</b>	No

### Role purpose

The Head of Asset Strategy will lead and manage our approach to asset management across the business, taking a lead on the delivery of our ambitious forthcoming Active Asset Management Strategy and the development of our Yorkshire Housing Homes Standard. They will be responsible for surveying, programme planning, financial forecasting, the integrity of our asset data and our customer focused approach to sustainability. They will ensure investment in our portfolio of existing homes is efficiently planned and based on quality, up to date information. Working closely with the Director of Assets & Sustainability, they will lead a series of teams tasked with ensuring our portfolio of homes is fit for the future.

### Key Responsibilities

#### Leadership:

- Lead, manage and develop teams responsible for programme planning, asset intelligence and sustainability
- As part of the Assets & Sustainability Leadership team and Growth & Assets Senior Management Team, provide confidence and clear leadership and direction, bringing colleagues together to work towards a common goal
- Empower colleagues to find the best solutions and take forward a culture of innovation, flexibility and service excellence
- Ensure appropriate levels of assurance and confidence across your business area to the Executive team and Directors
- Set clear expectations for all individuals, discussing performance on a regular basis to motivate and create a culture of excellence and consistency in service delivery.

#### Asset Strategy:

- To take responsibility for the delivery of Yorkshire Housing's ambitious forthcoming Asset Management Strategy and work with the Director of Assets & Sustainability to develop future goals and aspirations. Also to be critical in defining this in conjunction with the Director of Assets & Sustainability.
- Working across the business with other Senior Managers, develop relationships that contribute with technical expertise and knowledge on the delivery of the overarching Business Strategy.
- Lead on the implementation of smart technology and IOT solutions across our portfolio to support our pre-emptive business objective

#### Programme Planning:

- Be responsible for the collection of Asset Management Intelligence, on behalf of the business such as, stock condition and energy performance data for the whole portfolio and to utilise this data to plan schemes of capital investment and domestic retrofit that delivers on Yorkshire Housing's Roadmap to Net Zero
- Be a critical key decision maker on our investment programmes, staff and have ownership of a budget in excess of £10 million in order that the standard of the housing stock is kept at the highest level with strict adherence to the maintaining the Decent Homes Standard.

- Lead a team tasked with ensuring the efficient and effective delivery of capital investment; taking a commercial approach to ensure value for money.
- Ensure all services provided meet regulatory responsibilities including legal obligations and data management.
- Have overall responsibility in developing and maintaining relevant third party relationships or provide a technical input with third party suppliers and ensuring Yorkshire Housing is getting best value in Asset Programme.
- Responsible for delivery of a recurring programme of stock condition and energy performance data collection to the whole portfolio. This ensures we are able to plan our short to medium term investment based on up to date, robust information. Also to oversee any externally commissioned stock condition surveys and ensure the data collected is utilised for future business planning.
- Working closely with the wider department, interpret and continually develop this data and the intelligence held by the organisation to plan schemes of capital investment and domestic retrofit that delivers on Yorkshire Housing's Roadmap to Net Zero
- Ensure that all aspects of capital investment represent value for money by leading a team with a commercial approach and overseeing the development and delivery of a budget in excess of £10m per annum.
- Working across the business and with other senior leaders, develop programmes of retrofit and capital investment over the short to medium term and play an integral role alongside key members of the wider department ensuring business planning forecasts are efficiency and effective.

#### **Our Environmental Impact:**

- Lead our agreed approach to energy efficiency and low regret investment over the course of the next 10 years and start to develop longer term plans for net-zero investment post 2030
- Develop plans to ensure tangible improvements to the energy performance of our customer's homes, sourcing subsidy where appropriate and leading the discussion with external partners

#### **Asset Intelligence:**

- Lead a data-driven team and be responsible for developing company-wide reports that present a view of lifecycle and average costs on capital components to assist in business planning and financial forecasting and develop the technical and asset intelligence the organisation holds.
- Work with other technical colleagues to understand trends and you will be a key decision maker in ensuring company targets are met or identify and highlight risks at an early stage.
- As a senior member of the Asset Team, prepare reports and Asset Intelligence for Senior leaders including Board

#### **Customer Focussed Asset Management:**

- Working with the wider business, take responsibility for the creation of the Yorkshire Housing Standard that meets the ambitions set out in our overarching Business Strategy.
- Ensure that customers are at the heart of our approach to investment, standards and the development of a sustainable portfolio that is fit for the future
- Whilst leading a largely technical and data driven team, deliver a customer service to residents and other internal customers that is in-line with the excellent service expected at Yorkshire Housing; whether through the effective management of complaints or customer queries.
- Keep abreast of future development including future statutory/regulatory changes to ensure that Yorkshire Housing meets regulatory standards.

#### **What you'll bring to the role**

##### **The main things:**

- Experience of working strategically at a senior level in an asset management setting within a large property portfolio

- Previous experience managing a similar sized Asset Stock and Program both in value and scope
- Level 5 Diploma in Housing or Foundation Degree in housing management regulated by Ofqual or equivalent or be willing to work towards
- Experience undertaking analysis of data and formulating strategy on housing stock
- Managing and monitoring significant capital budgets
- Experience working with senior stakeholders and developing/influencing policies & procedures
- Experience of managing a team in the planning or delivery of capital investment or retrofit
- Experience of working with Housing Sector Asset Management systems alongside an understanding of a number of underlying asset management principles
- Knowledge of asset management standards such as ISO 55001, legislation and regulatory framework
- Excellent communication and interpersonal skills. Communicating confidently, effectively and empathetically with people, with the ability to explain complex issues simply without diluting the meaning
- Ability to communicate effectively in written format; producing reports to Directors or the Executive team as required
- Comprehensive IT experience especially in MS products. (including SharePoint & Teams) as well database software (such as housing management systems)
- Analytical and methodical and able to work with large volumes of information and complex data
- Ability to lead and motivate a remote team and to champion working in an agile manner
- Ability to coach and develop a team with experience of inspiring teams towards shared goals and delivering excellent service and high performance.
- Experience of delivering excellent customer service including an ability to deal with difficult customers well
- Experience of maintaining and developing successful relationships with internal and external partners.
- Embracing challenges and having an ability to identify opportunities for positive change and deliver improvements
- Full UK driving license and access to a vehicle for business purposes.

#### A bonus if you have:

- Corporate membership of CIH, RICS or equivalent professional experience
- Degree or equivalent in building/construction or other relevant subject

#### Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.

**Be curious** • Think differently • Ask questions • Keep learning.

**Make it happen** • Own it • Do it • Be empowered.

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.

**Have fun** • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

**Date Role Profile last reviewed:**

May 2025